

Section VI

Part A – 2015 Department on Aging Program/Service Guidelines

Applicants for Department on Aging funding to provide **Programs in Clinton and Bernice Rose Senior Center 3045 N. Martin Luther King Jr. Drive, McGovern Park Senior Center 4500 W. Custer Avenue, Washington Park Senior Center, 4420 W. Vliet St., Wilson Park 2601 W. Howard Avenue, and at Lawrence P. Kelly Senior Centers 6100 S. Lake Drive** during 2015 must comply with and incorporate the following guidelines in their proposed program.

Where indicated in **bold type**, applicants must include a description of how they will meet specific guidelines in the appropriate sections of Exhibit I, Description of Proposed Programs and Services, of the Department on Aging proposal form.

Applicants are advised that Milwaukee County Department on Aging sponsors and funds Programs in Clinton and Bernice Rose, McGovern Park, Washington Park, Wilson Park, and Lawrence P. Kelly Senior Centers. Therefore, the provider of programs is required to consult with the Department on Aging to determine the extent of activities currently provided. The provider is required to continue serving the current user population.

1. Summary of Required Services

The provider of Programs in Clinton and Bernice Rose, McGovern Park, Washington Park, Wilson Park, and Lawrence P. Kelly Senior Centers must provide a comprehensive program of services and activities for older adults. Operation and maintenance of the centers' buildings shall be in accordance with the agreements and understandings between Department on Aging and Department of Parks, Recreation and Culture. Should an applicant be chosen to provide Programs in these Senior Centers, these agreements shall be incorporated by reference in any contract between the applicant and Milwaukee County, and shall serve as requirements for the provision of services under such contract. Applicants must apply for the full amount of the funds allocated for this program. Applications for a portion of the funding will not be accepted.

2. Eligible Applicant Agencies

To be eligible to provide services under this program, an applicant must be legally incorporated under the laws of the State of Wisconsin, and have as its primary purpose or business the provision of services to older persons.

Eligible applicants must demonstrate a record of community involvement with, and be knowledgeable about, the needs of older adults living in the areas of Clinton and Bernice Rose, McGovern Park, Washington Park, Wilson Park, and Lawrence P. Kelly Senior Centers. Applicants must include a written description of their relevant experience in their proposal, including any past contracts with Milwaukee County or other units of government. Applicants must outline a **proposed vision** for multi-cultural, multi-purpose senior center programs, including managing multiple multi-cultural, multi-purpose senior center facilities.

(Include in Section 2.0, 5. B. of Exhibit I)

3. Center Operation and Maintenance

- a. The provider of Programs in the Clinton and Bernice Rose, McGovern Park, Washington Park, Wilson Park, and Lawrence P. Kelly Senior Centers is required to maintain and operate the buildings. Operation and maintenance would include performing all tasks necessary to insure the health, safety and comfort of center users and staff, and the general maintenance of the centers' buildings. These tasks include the maintenance of all heating, ventilation, air conditioning, plumbing and electrical equipment in accordance with state and local codes and manufacturers' specifications.
- b. The provider must at all times maintain the Clinton and Bernice Rose, McGovern Park, Washington Park, Wilson Park, and Lawrence P. Kelly Senior Centers in conditions that meet all state and local fire, health, building and safety codes, and arrange for the centers to be regularly inspected by officials authorized to enforce these codes, including the posting of the emergency evacuation plan for each center in an area where it can be easily seen by staff and members.
- c. Provider must obtain written permission from the Department on Aging for any repair or renovation that will modify the building in any way.

4. Required Programs and Services

The provider of Programs in Clinton and Bernice Rose, McGovern Park, Washington Park, Wilson Park, and Lawrence P. Kelly Senior Centers must provide the following programs and services, either directly or by providing facilities to another agency, including:

- a. To develop, promote and maintain recreational, social and educational programs designed to lessen the isolation of older adults in the target areas.
- b. Coordinate Outreach which includes: making home visits in the Clinton and Bernice Rose, McGovern Park, Washington Park, Wilson Park, and Lawrence P. Kelly Senior Centers target areas to identify vulnerable, homebound older adults in need of services; determining the specific services they need and referring them to appropriate agencies for service; where necessary, assisting clients in obtaining needed services and following up to see if the needed services have been provided. Outreach services also include, **recruiting and training volunteers to provide needed services.**
- c. Provide meal site supervision for the Milwaukee County Senior Meal Program congregate meal site as outlined in the "Program Service Guidelines/Specifications" Part B – (Attached)
- d. Coordinate Information and Assistance to older persons seeking to obtain social services from MCDA or other social service agencies.

- e. Applicants must clearly describe their emergency plan for maintaining the provision of services to older adults through this program in the event of an emergency.
- f. Applicant must develop a creative and innovative marketing plan that explicitly outlines measures that will be taken to reach, recruit and involve new participants in the centers.
(Attach as Appendix 15 to Exhibit I)

5. Program Activities and Requirements

- a. Clinton and Bernice Rose, McGovern Park, Washington Park, Wilson Park, and Lawrence P. Kelly Senior Centers must be open to participants at least eight hours per day, five days per week. **(Include in Section 2.0, 4. D. of Exhibit I)**
- b. Applicants must agree to continue to provide all programs and services that were offered at the center in 2014 Applicants must also provide ideas for additional programs and services they intend to implement in 2015.
(Attach as Appendix 8 to Exhibit I)
- c. Applicants must be willing to make available facilities at Clinton and Bernice Rose, McGovern Park, Washington Park, Wilson Park, and Lawrence P. Kelly Senior Centers for programs and services sponsored or provided by other agencies serving older adults.
- d. The provider of Programs Clinton and Bernice Rose, McGovern Park, Washington Park, Wilson Park, and Lawrence P. Kelly Senior Centers must be willing to coordinate the activities of their proposed programs and services with the activities of other agencies and groups providing services to older adults.
- e. The provider of Programs in Clinton and Bernice Rose, McGovern Park, Washington Park, Wilson Park, and Lawrence P. Kelly Senior Centers must be willing to perform other activities that may be mutually agreed upon and included in a Department on Aging contract.
- f. Applicants must describe how their proposed activities will insure that health and social services are known and accessible to elderly persons living in the Central City Target area who have the greatest economic and social need as defined by the Older Americans Act of 1965, As Amended. The Act defines these terms as follows:

"The term 'greatest economic need' means the need resulting from an income level at or below the poverty levels established by the Office of Management and Budget."

"The term 'greatest social need' means the need caused by non disabilities, language barriers, and cultural, social, or geographical isolation including those caused by racial or ethnic status which restricts an individual's ability to perform normal daily tasks or which threatens such individual's capacity to live independently." **(Include in Section 2.0, 2. E. of Exhibit I)**

- g. Applicants must describe their proposed strategy for developing and maintaining Cultural Diversity, Competency and Sensitivity, notwithstanding a culturally diverse Board or Staff reflecting a gender or ethnic makeup of the applicant's client population. Please describe specific examples of existing and/or proposed policies, procedures, and other practices promoting Cultural Diversity, Competency and Sensitivity.
- h. Applicants must maintain minimum insurance coverage determined by the Milwaukee County Risk Manager in the following areas:
 - (1) General liability,
 - (2) Automobile liability,
 - (3) Worker's compensation, including a waiver of subrogation;
 - (4) Employee dishonesty; and
 - (5) Milwaukee County listed as an additional insured

The Department on Aging will not award a contract unless the applicant secures adequate coverage, as defined by County, and provides certificate(s) of insurance that include all items listed above.

The provider must at all times maintain a liability insurance policy covering the premises, programs and operations of the Clinton and Bernice Rose, McGovern Park, Washington Park, Wilson Park, and Lawrence P. Kelly Senior Centers. Such policy must name Milwaukee County as co-insured and provide minimum coverage at each site of \$25,000 for property damage sustained by one individual or party, \$100,000 for injury or damage to any one person and \$2,000,000 for total injuries or damages arising from any one incident. In addition, the applicant must maintain comprehensive property and theft insurance for each site in an amount satisfactory to Milwaukee County on the buildings of Clinton and Bernice Rose, McGovern Park, Wilson Park, Washington Park, and Lawrence P. Kelly Senior Centers and on all equipment purchased with funds granted by Milwaukee County. **(Include in Section 2.0, 6. B. of Exhibit I)**

- i. The provider must maintain accurate monthly records of all programs and services provided to older adults under a Department on Aging contract. These records must include the number of persons served by each program or service and the dates on which such services were provided.
- j. The provider will be responsible for developing, maintaining their own filing system for their clients, they will be responsible for updating the client's

personal information as changes occur. This filing system could be as simple as a one page client log for each client every year, to a computerized system as long as the clients pertinent information is kept current and confidential at all times and is accessible for the Department On Aging staff to review.

- k. Applicants must describe how they intend to secure funds in addition to those provided by the Department on Aging to support programs and services at the Clinton and Bernice Rose, McGovern Park, Washington Park, Wilson Park, and Lawrence P. Kelly Senior Centers. **(Attach as Appendix 10 to Exhibit I)**
- l. Applicants must describe in detail, a plan for after hours use of each senior center, both as a means to serve the community, and to provide revenue for increased programs and services at the centers. **(Attach as Appendix 14 to Exhibit I)**
- m. Applicants must demonstrate knowledge of information and referral and emergency services. Maintaining a referral and follow-up log is required. **(Include in Section 2.0, 8. A. of Exhibit I)**
- n. Applicants must submit, and the provider shall maintain, a written plan providing for the safety of center users in the event of a fire, natural disaster or other life-threatening situation. This emergency plan will include the yearly schedule for quarterly fire drills for each center. **(Include as Appendix 11 of Exhibit I)**
- o. Applicants must describe how center users will be involved in developing and implementing programs and policies at Clinton and Bernice Rose, McGovern Park, Washington Park, Wilson Park, and Lawrence P. Kelly Senior Centers. **(Include in Section 2.0, 7. A. of Exhibit I)**
- p. Applicants are encouraged, with the consent of center users or their representatives, to bring to the attention of appropriate officials, conditions which place center users in danger.
- q. The service provider is encouraged to continually seek innovative and progressive strategies to improve service to Milwaukee County Older Adults; however any proposed service changes (including service enhancements) must receive prior MCDA approval before being implemented.

6. Program Goals, Objectives and Outcomes

Applicants must specify measurable program objectives and outcomes, and the methods and time frame to achieve each objective. The objectives should relate to the proposed programs and services, need to be measurable. The methods should specify the operational or quantitative steps to accomplish the objectives and measure the outcomes. The time frame should indicate when the goals and objectives would be completed. **(Include in Section 2.0, 2. F. of Exhibit I)**

Annual Outcomes: Outcomes 1, 2, and 3 will be measured with an annual survey administered by center staff to participants at the end of the year.

Outcome 1: 85% of responding participants surveyed will state they are healthier because they take part in the center's Fitness Center, exercise classes and/or health programming and screenings.

Outcome 2: 85% of responding participants surveyed will state the center has an atmosphere of sociability, allowing them to combat isolation and make new friends.

Outcome 3: 85% of responding participants surveyed will state they are happier and more satisfied with their life because they come to the Senior Center.

Outcome 4: Each center will increase their annual attendance by midyear and end of year from previous year's statistics. This outcome will be measured in June and December using the MCDA 004 form column 4 (YTD This Report) TOTAL.

7. Unacceptable Program Activities

- a. Activities that violate the terms of a Department on Aging contract or these Program/Service Guidelines.
- b. Activities unrelated to serving older adult center participants.
- c. Activities or policies that inhibit any eligible resident of Milwaukee County from using Clinton and Bernice Rose, McGovern Park, Washington Park, Wilson Park, and Lawrence P. Kelly Senior Centers.

8. Eligible Clients

- a. Clients must be fifty years of age or older and residents of Milwaukee County.
- b. Priority for services must be given to older adults having the greatest economic and social need as defined by the Older Americans Act.
- c. Priority for services must be given to current clients of this program. Preference will be given to applicants able to guarantee continuity of equivalent services to current clients of this program. Applicants must clearly describe how they will guarantee continuity of equivalent services to current clients. **(Include in Section 2.0, 2. A. of Exhibit I)**

9. Identification of Clients

Applicants must clearly describe how they will identify eligible clients for Clinton and Bernice Rose, Washington Park, McGovern Park, Wilson Park and Lawrence P. Kelly Senior Centers Outreach Programs.
(Include in Section 2.0, 2. A. of Exhibit I)

10. Follow-Up of Client Referrals

- a. Applicants must clearly describe how they will provide follow-up to clients referred for services to other programs to determine whether service was obtained. **(Include in Section 2.0, 8. A. of Exhibit I)**
- b. The provider must document all follow-up activities in the agency's client referral log or other suitable record.

11. Program Personnel, Training and Equipment

- a. Applicants must submit job descriptions for all personnel employed in this program. These descriptions must include: job title; duties, to be performed; number of hours to be worked each week; amount of annual salary; form of compensation, i. e., hourly, salary, etc. and source of compensation.
(Include in Appendix 1 of Exhibit I)
- b. Personnel paid wholly or in part under a Department on Aging contract must spend a percentage of their time on contract related activities equal to the percentage of their compensation paid with Department on Aging funds.
- c. Applicants must clearly describe how personnel providing services will be trained to meet the needs of older adults.
(Include in Section 2.0, 3. C. of Exhibit I)
- d. At least one staff person directly involved with program participants at each site (Clinton and Bernice Rose, Washington Park, McGovern Park, Wilson Park and Lawrence P. Kelly Senior Centers) must be currently certified in first aid and cardiopulmonary resuscitation. **(Please attach a list of the names of certified staff as Appendix 12 to Exhibit I)**
- e. The provider must insure that at all times Clinton and Bernice Rose, Washington Park, McGovern Park, Wilson Park and Lawrence P. Kelly Senior Centers are equipped with first aid kits and blankets.
- f. The provider must insure that at all times Clinton and Bernice Rose, Washington Park, McGovern Park, Wilson Park and Lawrence P. Kelly Senior Centers are equipped with an adequate number of smoke detectors pursuant to state and local codes and in consultation with local fire authorities.
- g. As part of on-going training, all program personnel must participate in regular staff meetings and attend the Senior Center Director Roundtable Meetings to keep informed of overall program activities and developments.

12. Program Organization and Administration

- a. Applicants must clearly identify the individual(s) at each site who will be:
 1. Responsible for overall administration of the program.
 2. Authorized to sign required reports and other documents.
 3. Authorized to receive checks.
 4. Responsible for fiscal and budgetary matters.
 5. Responsible for handling client complaints.
(Attach as Appendix 13 to Exhibit I)
- b. The provider of this service must maintain written records listing all expenditures and all activities funded each month under a Department on Aging contract. The records shall indicate the nature and amount of each expenditure and the nature, frequency, and approximate number of persons served by each activity.

13. Contributions and Other Revenue

- a. The provider of programs in Clinton and Bernice Rose, McGovern Park, Washington Park, Wilson Park, and Lawrence P. Kelly Senior Centers must afford all clients the opportunity to make a voluntary contribution toward the cost of the services they receive in accordance with Department on Aging policies.

Contributions must be voluntary and confidential. Contributions may be solicited either verbally or in writing, but the form of solicitation must be clearly stated in the applicant's contribution policy and approved in advance by the Department on Aging. Solicitations must at all times respect the dignity and confidentiality of center users and make clear that contributions are voluntary and that, under no circumstances, will a service be denied because of a failure to contribute. **(Include a copy of the proposed contribution policy as Appendix 7 of Exhibit I)**
- b. All contributions and other revenues raised by the provider through this program shall be remitted to Milwaukee County Department on Aging in accordance with procedures to be specified. At the discretion of the Department on Aging, any revenues in excess of the amount budgeted for this program may be awarded to the provider for the expansion or enhancement of the program.

14. Reimbursement

Services provided under this program will be reimbursed on the basis of actual costs as identified in the approved program budget.

15. Billing and Reporting

Using forms provided by the Department on Aging, the provider must submit accurate monthly reports to the Department on Aging by the fifth working day of each month reports indicating the previous month's expenditures, and the services provided at each site, under this program.

All providers will be required to implement the National Aging Program Information System (NAPIS), to fulfill state and federal reporting requirements.

16. Senior Center Director's Round Table

Applicant must participate in all Senior Center Director's Round Table meetings to acquire beneficial information and to collaborate and share with other senior centers countywide.

17. Advisory Committee

The provider must establish and maintain an advisory committee made up of representatives of each center's users, older persons in the community and interested agencies. These committees will advise the agency regarding programs, activities and center policies.

18. Leasing of Facilities Space

The applicant must agree that space will be leased to other cooperating agencies, as negotiated by the applicant and the Milwaukee County Department on Aging. The applicant must present rental agreement policies for each site to the Department on Aging for use of space outside of regular program hours.

19. Membership

The applicant must provide membership in both Wisconsin Association of Senior Centers and the National Institute of Senior Centers for the staff persons in charge at each site.

*** The contract in this program will be awarded for the period January 1, 2015 to December 31, 2015. Should the program be eligible for Administrative Renewal, any contract extension will be contingent upon satisfactory performance of the service provider, the willingness of the provider to extend the contract, the inclusion of sufficient funding in the Adopted County Budget for the year the contract was extended, and authorization by the Milwaukee County Board of Supervisors and/or County Executive.**